Health Services
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February 25, 2010

TO: Each Supervisor

FROM: John F. Schunhoff, Ph.D.
Interim Director

SUBJECT: **NOTICE OF INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT (ITSSMA) WORK ORDER AMENDMENTS FOR THE DEPARTMENT OF HEALTH SERVICES**

This is to advise you of my intent to request the Internal Services Department (ISD) to execute amendments to the nine ITSSMA Work Orders shown in Attachment 1 to increase the maximum amount of each Work Order and extend the expiration date of all of the Work Orders to December 31, 2011. The Department of Health Services (DHS) continues to utilize the ITSSMA process to augment its technical resources and to help the Department meet its critical information technology needs. Execution of these Work Order amendments is necessary to provide continuity of contract personnel with highly specialized technical and programming experience to assist DHS staff in the Technology Operations Branch and Clinical Resource Management (CRM) with key DHS projects and initiatives.

During the requested extension period, DHS anticipates terminating eight of the Work Orders in a phased fashion as the department obtains comparable Information Technology (IT) items in the budget and successfully recruits County employees to fill those positions. The ongoing services provided under the remaining Work Order are expected to be converted to another contract during the extension period.

BACKGROUND

The first eight Work Orders on Attachment 1 were competitively bid through ISD's ITSSMA process in 2007 and the ninth Work Order was competitively bid in 2008. The nine Work Orders provide the services of a total of ten consultants made up of two Senior and two Junior Integration and Technical Specialists; two Senior and two Junior Oracle Database Architects and Technical Specialists; a Senior Database Architect; and a Senior Applications Developer.

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The professional expertise that these ten consultants provide is very much in demand, both in the County and in private industry. With an increased reliance on new technology and integration of clinical systems, DHS depends on ITSSMA consultants to supplement existing staff because of the lack of commensurate County IT items and a lack of experienced County employees in the subject IT disciplines.

SCOPE OF WORK

These Work Orders support projects to facilitate ongoing integration of clinical systems for all County run health facilities; support revenue programs and activities; support information technology operational readiness allowing continued enhancements to patient health care delivery; and support Departmental administrative functions. It should be noted that these projects conform to the DHS Business Automation Plan as required by the Chief Information Officer. The consultants on the Work Orders shown on the attached list specifically support the following DHS projects and activities:

- CRM Program Implementation
- Electronic Health Record (EHR) Initiative
- Health Information Exchange
- Enhancement of Enterprise Data Repository (EDR) and Encounter Summary Sheet (ESS) System to include patient vitals data and enterprise wide Lab data
- Healthcare Effectiveness Data and Information Set (HEDIS) Reporting
- Validation of new fault tolerant hardware and Oracle Cluster computing environment
- Migration of data from existing Oracle environment to Oracle Clustered computing environment
- Phase II integration enhancements to the Emergency Department Information System (EDIS)
- Phase II integration enhancements to the Operating Room Scheduling System (ORSOS)
- Upgrade Harbor UCLA Medical Center McKesson Lab Information System to enterprise version
- Continued training and mentoring of DHS staff members in conforming to best practices such as data management strategy, change management strategy, and a system design life cycle
- Extend patient unique identifier to include Office of Managed Care/Community Health Plan members
- Integration of pharmacy Quantifi System into existing hospital(s) environment
- Integration of pharmacy Parata OP Pill Dispensing System into existing hospital(s) environment
- Integration of iSite Picture Archiving and Communication System into existing hospital(s) environment

JUSTIFICATION

During Fiscal Year 2008-09 the Chief Executive Office (CEO) Class Compensation Unit conducted a re-classification/re-organization study of DHS IT staff and their recommendations were adopted by your Board in Fiscal Year 2009-10. DHS IT administration implemented the recommendations made by CEO and was able to terminate four of the ITSSMA Work Orders that DHS had active in Fiscal Year 2008-09 and fill existing budgeted IT positions.

DHS is continuing to work towards filling other current vacant IT positions. However, DHS does not currently have the appropriate budgeted IT positions to terminate the Work Orders discussed in this memo. In order to obtain additional budgeted IT positions, DHS has worked with CEO to prepare the necessary budget documents and detailed implementation plan and submitted that documentation for approval during the budget process. Execution of this plan will enable a phased termination of the eight Work Orders no later than August 31, 2011 (per the conversion plan) as the comparable items are filled with County employees.

The ninth Work Order (# 7F-2241) provides two consultants in support of CRM projects and it will be terminated as soon the DHS has completed the contracting process for a Board approved contract for the required services. The Work Orders provide consultants who perform highly specialized integration and database functions and have an extensive knowledge of DHS clinical systems. This is especially true for staff performing database administration, application integration, systems programming, and 24/7 technical support. Additionally, several consultants will directly participate in the EHR Initiative and be essential to the Department's overall effort to obtain State and Federal funding for the EHR.

The services received under the Work Orders are essential to the effective functioning of the Department and to a successful transition to an EHR and fully integrated delivery system. DHS relies heavily on integration to manage the delivery of 3.2 million visits per year and on the EDR to centralize the information, thus allowing management and clinical providers to leverage the information to make well informed health care and administrative decisions. Further, the DHS computing environment requires constant refinements and modifications to keep pace with the ever-evolving needs of the Department. Utilizing experienced contract staff with first-hand knowledge of DHS operations and clinical systems is necessary to avoid any work slowdowns. This is critical to prevent delays in providing quality and timely health care to patients. Using ITSSMA consultants to supplement current DHS IT staff will allow the Department to maintain current service levels, meet accelerated State and Federal timelines, and enhance our current pool of talent and expertise during the Work Order extension period.

FISCAL IMPACT

The first eight Work Orders on Attachment 1 were initially targeted to expire on December 31, 2009. DHS requested that ISD extend each of these eight Work Orders with no increase in the maximum amounts until June 30, 2010 to allow enough time to complete the Board notice process. The authorized funds in the eight Work Orders have been exhausted as of December 31, 2009 and all consultants on the Work Orders are not working at this time in order to ensure there is no retroactivity. Work will not commence under these Work Orders until such time as ISD had executed amendments to increase the maximum dollar amounts of each Work Order. Work Order #7F-2241 does not expire until July 31, 2010 and there is sufficient funding in the Work Order through that period.

The total requested increase in the maximum amount of these nine Work Orders is $2,821,954 for the extension period. The increase for Fiscal Year 2009-10 is $1,173,456 and funds are currently in the Health Services Administration operating budget. After reviewing the IT needs of the Department and current fiscal state for Fiscal Year 2010-11, the Department will determine if continued funding of these Work Orders is warranted.

It is projected that the Department will save $ 648,000 during the proposed extended term of the Work Orders due to a staggered termination of the eight Work Orders. It is further projected that the Department will incur a static savings of $1.527 million for years beyond Fiscal Year 2011-2012 based on providing the services through the use of County employees instead of using ITSSMA consultants.

CLOSING

Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to amend these Work Orders. On March 12, 2010 we will instruct ISD to proceed with the execution of the Work Order amendments. If you have any questions or require additional information, please let me know.

JFS:kh

Attachment

c: Chief Executive Office
County Counsel
Executive Office, Board of Supervisors
Internal Services Department

NOTED AND APPROVED:

Richard Sanchez — 2-26-10

Richard Sanchez
Chief Information Officer

Date

ITSSMA CONSULTANTS
DEPARTMENT OF HEALTH SERVICES

	Current Project	Work Order #	ITSSMA Vendor	Specialty	Current Work Order Term	Current Work Order Max Amount	Requested Work Order Extension Period	Requested Extension Amount	New W/O Maximum
1	Electronic Health Record Initiative (integration); Health Information Exchange (Goal 7); Business Application Monitoring; HEDIS	06-1040	Computer Works Technologies	Senior Integration and Technical Specialist	5/29/2007 - 6/30/2010	$ 978,406	18 Months	$ 365,400	$ 1,343,806
2	Reporting; Phase II EDIS Project (integration); Technical oversight of projects assigned to Junior Integration Specialists	06-1043	Computer Works Technologies	Senior Integration and Technical Specialist	5/29/2007 - 6/30/2010	$ 838,406	18 Months	$ 365,400	$ 1,203,806
3	Pharmacy Quantifi Integration Project; Pharmacy Prata OP Pill Dispensing Integration Project; iSite Radiology	06-1041	Computer Works Technologies	Junior Integration Specialist	6/25/2007 - 6/30/2010	$ 449,955	18 Months	$ 140,940	$ 590,895
4	Integration Project; Enterprise Lab Data Integration Project; McKesson Enterprise Lab Project (integration)	05-705	Pro-Tem Solutions	Junior Integration Specialist	6/25/2007 - 6/30/2010	$ 490,523	18 Months	$ 140,940	$ 631,463
5	Electronic Health Record Initiative (database architecture); Health Information Exchange (Goal 7); Oracle Grid Cluster Project; Data migration to Oracle Grid	04-819	Computer Works Technologies	Senior Oracle Database Architect and Technical Specialist	6/5/2007 - 6/30/2010	$ 771,347	18 Months	$ 609,000	$ 1,380,347
6	Clustering computing environment; Extend Unique Identifier Project; HEDIS Reporting; Technical oversight of projects assigned to Junior Oracle Database Specialists	04-810	Rydek Computer Professionals	Senior Oracle Database Architect and Technical Specialist	6/5/2007 - 6/30/2010	$ 487,344	18 Months	$ 265,524	$ 752,868
7	Enhance EDR and ESS Systems to include enterprise lab data;	04-809	Unified Technical, Inc.	Junior Oracle Database Architect	6/5/2007 - 6/30/2010	$ 436,102	18 Months	$ 255,780	$ 691,882
8	Enhance EDR and ESS Systems to include patient vitals data	04-821	PI Technology, Inc.	Junior Oracle Database Architect	6/5/2007 - 6/30/2010	$ 280,832	18 Months	$ 260,130	$ 540,962
9	Clinical Resource Management Program implmentation	7F-2241	Kernal Ware Technology, Inc	Senior Dtabase Arcitect & Senior Application Developer	7/20/2008 - 7/31/2010	$ 299,605	17 months	$ 418,840	$ 718,445
					Total	**$ 5,032,520**		**$ 2,821,954**	**$ 7,136,029**